

	<u>Commitments from the Practice</u>	<u>Rights & Responsibilities of Patients</u>
<p>REGISTRATION</p>	<p>You will be accepted as a patient if you live within our catchment area.</p> <p>Your registration will be actioned within a maximum of five working days unless there are any queries.</p> <p>You may be accepted as an Out Of Area patient if you live outside of our catchment area, at the discretion of the Partners. This would require you to sign an agreement that you will not request home visits from the surgery or any allied team (such as District Nurses, Midwives, Health Visitors etc). You may also not be eligible for urgent treatment if you are not able to attend surgery in an appropriate timeframe.</p> <p>If you live within the catchment area at the time of registration and then move outside of it, it is recommended you move your registration to a surgery local to your new address. If you choose not to change surgeries you may be accepted as an Out Of Area patient, at the discretion of the Partners, but would be required to re-register as such within the practice.</p> <p>We will provide a comprehensive service, available to all patients, irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.</p>	<p>You will provide true and accurate personal details for your registration.</p> <p>You will provide photographic proof of ID* with your registration forms where possible. Please inform reception if you are unable to do so.</p> <p>You will provide proof of address* with your registration forms.</p> <p>You will provide a birth certificate* for children under the age of 16.</p> <p>You will obtain sufficient medications from your previous surgery to allow enough time for your new registration to be fully processed and before needing to request a prescription (two weeks minimum). You will provide evidence of your prescribed medications with your registration forms.</p> <p>You will inform promptly us if you change name, address or telephone number.</p> <p>* Original documents should be passed to reception. Copies will be taken and held for 28 days in case of registration queries, before being disposed of confidentially. Your original documents will be returned to you immediately.</p>
<p>CONFIDENTIALITY & DATA PROTECTION</p>	<p>We recognise your need to discuss your concerns in private and will ensure privacy and confidentiality for consultations at all times.</p> <p>Your records, both paperised and computerised, will be kept securely and confidentially at all times, in line with data protection guidelines and NHS confidentiality policy.</p>	<p>You will understand that if you have a family member who works for the Practice you have the right to request that they be unable to access your medical record. However there may be times when the carrying out of routine duties inadvertently exposes them to medical information about yourself. For example the processing of incoming hospital post (in paper form or by email).</p> <p>If you believe a data breach has taken place you will inform the surgery immediately and keep all data confidential from other third parties such as family and friends.</p>

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<p>ZERO TOLERANCE</p>	<p>You will be treated with courtesy and respect by all members of our team at all times.</p> <p>In the same way that patients can choose their doctor, the doctors reserve the right to accept or remove a patient from their list. For example if a patient is unable to work cooperatively with the Practice or is in breach of the Zero Tolerance policy.</p>	<p>You will treat practice and allied staff with courtesy and respect.</p> <p>You will be a 'patient' patient. The health of every patient is important to the surgery, therefore all work is triaged and prioritised to ensure urgent work is completed as a matter of priority. Routine matters may take around two to four weeks to process.</p> <p>You will respect that we are working very hard to provide the best service we can for all our patients, and any violent, aggressive or abusive behaviour (verbal, physical or written) will initiate our Zero Tolerance policy and will lead to you being removed from the practice list, and/or police involvement if repeated or severe.</p> <p>Persistent unattended appointments may also lead to being removed from the practice list.</p>
<p>ONLINE ACCESS TO MEDICAL RECORDS</p>	<p>You will be granted access to your Health Records online unless there are extenuating circumstances. Photographic ID should be presented to the reception desk in person when making the request. (If photo ID is not available please enquire about other forms of NHS acceptable ID).</p> <p>Online access may be declined if there are concerns it could cause harm to mental or physical health. Third party information may be withheld.</p> <p>Parents / Legal Guardians can be granted online access to their child / ward's records until the age of 13. Following this, the child may have their own access or give permission for parental access to continue.</p> <p>Family or Carers with Power of Attorney for Health can be granted third party online access. A copy of the POA must be held in the patients medical record and photographic proof of ID shown to reception.</p> <p>We reserve the right to withdraw online access for any user not using the system in a responsible manner.</p>	<p>You will understand that there may be entries in your record that you are unaware of or have forgotten about.</p> <p>You will understand that you may see a test result or clinic letter which you may find worrying or upsetting.</p> <p>You will understand that some of the information contained within your record may be highly technical, written by clinical professionals and specialists, and not be easily understood.</p> <p>You will accept that any questions or concerns you have may not be considered medically urgent by the surgery and therefore could take up to two to four weeks to be addressed.</p>

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<p>APPOINTMENTS</p>	<p>A clinician will assess your request for a GP appointment and determine the urgency.</p> <p>We will aim to see you the same day if you have a medically urgent problem. However, you may be directed to other services including A&E, 111 or a walk in centre if this is more appropriate to your needs or the needs of the practice.</p> <p>You will have the choice to be seen by a male or female doctor for routine appointments (if available).</p> <p>You will be seen on time for all appointments to the best of our ability. Waiting times are usually kept to a minimum, but delays are sometime unavoidable and you will be advised if there is a delay of more than 10-15 minutes. You will be offered the choice of continuing to wait or making an alternative appointment.</p>	<p>You will be on time for your appointments.</p> <p>You will understand that other patients may run over their allocated appointment time, creating a delay in waiting times.</p> <p>You will make allowances when waiting in the surgery for the fact that emergency cases will have to be given priority.</p> <p>You will notify us as soon as possible if you are unable to keep an appointment.</p> <p>Although we aim to offer you a choice of clinicians, and endeavour to provide continuity of care, you will accept that this is not always possible (eg holidays) and you will therefore be willing to see any clinician at the practice when care is needed promptly.</p> <p>If you are coming to see a clinician regarding a recent hospital appointment you will bring a copy of your discharge / outpatient letter (the hospital should provide this to you) in case it is not yet available to the practice.</p>
<p>TREATMENT</p>	<p>You will have appropriate treatment prescribed and clearly explained.</p> <p>You will be offered appropriate advice by the practice team regarding keeping healthy.</p> <p>We will undertake blood tests that have been requested by the hospital only if they are for NHS testing and if the request form has been provided to the surgery (or patient) by the hospital.</p>	<p>You will follow the advice of the doctor. If you are not in agreement you understand that this will be recorded in your medical record.</p> <p>You will understand that not all illnesses require a prescription and that there will be times when good advice is all the best course of action.</p> <p>You will be open and honest with the clinicians regarding your medical history in order to ensure appropriate care is given.</p>
<p>HOME VISITS</p>	<p>Your request for a home visit will be triaged by an appropriate clinician. We will aim for continuity of care where possible. The visit may be allocated for a later date if not clinically urgent on the day.</p>	<p>You will only request a home visit if you are genuinely unable to come to the practice e.g. housebound, physically incapacitated.</p> <p>You will ring before 10am if you wish to request a home visit. You will understand that visits requested after this time will be reviewed the following day, unless medically urgent.</p>

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<p>REPEAT PRESCRIPTIONS</p>	<p>Prescription requests will be actioned by the surgery within 48 working hours of receipt unless exceptional circumstances (ie snow days / bulk staff illness such as flu / covid).</p> <p>Prescriptions will be forwarded electronically to the pharmacy of your choice.</p>	<p>You will request your repeat prescriptions one to two weeks before they are due - this will avoid delays.</p> <p>You will allow a minimum of 2 full working days when requesting a repeat prescription for it be received at your pharmacy, allowing for bank holidays, weekends and other surgery closures.</p> <p>You will direct any telephone request for medications to the Medicines Order Line. Requests can be made by directly to the surgery by letter, via online access to records, via online request through our website or by visiting the practice, but not by phone.</p> <p>If your medication has been amended by the hospital you will understand that you may be required to provide evidence to the surgery before it can be prescribed. For example, a hospital letter or the medication packaging with your details on.</p>
<p>REFERRALS</p>	<p>You will be referred to a consultant when your GP feels it necessary and you may subsequently be referred for a second opinion if both you and the GP agree this is desirable. This could be to another doctor/nurse within the practice or an alternative secondary care provider.</p> <p>You have the right to choose your provider for secondary care treatment, with the exception of suspected cancer pathways.</p> <p>Referrals will usually be sent within 5 working days unless an internal second opinion is sought first.</p> <p>2-week-wait referrals (where cancer is a possibility) will be sent within 24 working hours where possible.</p>	<p>You will understand that you may only be referred to one provider per specialty at a time.</p> <p>If you have a referral accepted by a provider but wish to change to another, you will accept that the transfer of care may have to be instigated by yourself dependent on the specific protocols of the providers.</p> <p>If your referral is not accepted by your chosen provider, or if you decline to proceed with your chosen provider, you may request a new referral to an alternative provider. You will understand that this is a new referral request which will require approval from a GP and may require an appointment. Once agreed by a GP, the referral should be sent within 10 working days (5 GP days and 5 Admin days).</p>
<p>TEST RESULTS AND NON-URGENT QUERIES</p>	<p>You may use the online system Accurx for non-urgent clinical advice (via our website), and we will endeavour to respond within one working day; your message will be forwarded to the most appropriate team within the surgery, or a manager, if the clinician you require is out of the practice</p>	<p>You will ring the practice after 10.30am if you have a non-urgent enquiry about your health or care.</p> <p>You will understand that the surgery will only contact you regarding test results if a doctor has identified an abnormality. The large number of patient results means it is impractical for the surgery to try to inform patients of normal results. We recommend patients</p>

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		obtain online access if they wish to confirm their results are normal.
NON-NHS WORK	<p>Non-NHS work (e.g. insurance forms and employment medicals) will not be treated as a priority over NHS medical care and will be processed after urgent and routine NHS matters have been completed.</p>	<p>You will understand that there is a charge for non-NHS work and that the fee is payable up front.</p> <p>Non-NHS work make take up to six weeks to process as NHS care will always take priority.</p>
REASONABLE ADJUSTMENTS	<p>If you have any special needs or difficulties, please discuss this with a doctor or other member of staff. We will do our best to make appropriate arrangements to take these into account.</p> <p>Clinically appropriate reasonable adjustments will be made in line with CQC recommendations and will be clearly documented in the patient record so that all staff can access the information.</p>	<p>You will understand that if you contact the surgery, staff will only be aware of any documented reasonable adjustments for you if they have your medical record open. Please let Practice staff know if you have any reasonable adjustments so they can access your record and view the agreed reasonable adjustments.</p>
ACCESSIBLE INFORMATION	<p>If you have a communication need we will ensure this is documented in your medical record and provide information to you in a way you can understand.</p>	<p>You will accept that a third party may be necessary to enable communication (for example an interpreter) and there may be times when this incurs a short delay whilst arrangements are made.</p>
PRACTICE FEEDBACK	<p>You are welcome to make suggestions to improve the practice and services we provide through feedback to the management team and/or the Patient Participation Group. There are suggestion boxes in the waiting rooms at each branch site or you could contact us via our website.</p>	<p>You will offer true and constructive feedback to the Practice.</p>
COMPLAINTS	<p>Formal complaints will be acknowledged within 72 working hours and investigated thoroughly and promptly, following the NHS complaints procedure. We may be able to resolve complaints verbally but where a complaint requires investigation we will write to you with the outcome.</p> <p>You will be given the details of the NHS Ombudsman as part of any formal complaint response. This is the next step if you are not satisfied with the outcome.</p> <p>Your medical care and treatment within the practice will not</p>	<p>You will not make derogatory or offensive comments about staff or other patients.</p> <p>You will understand that informal complaints are often quicker and easier to resolve than formal complaints.</p> <p>If your complaint is on behalf of someone else, you will understand that the surgery will need to obtain their consent before we can liaise with you. (Dependent children under the age of 13 are exempt from this condition, as are patients who have legal Powers of Attorney in place).</p>

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	be affectedd by any complaint made towards the surgery.	
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